

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

August 7, 2024

OVERVIEW

Fairvern is a 76 bed home in the process of redevelopment to move to a 160 bed home planned to open in 2025. Our home is a Community within a Community committed to maintaining a culture of quality and continuous quality improvement using an interdisciplinary approach. In June of 2022, Fairvern transitioned to being managed by the District Municipality of Muskoka (DMM). The DMM also manages another LTC home and recently a combined collective agreement was negotiated which will allow for opportunities for staff to support both homes. At Fairvern, we truly believe that each resident is unique and that their individual personalities, healthcare wishes and lifestyle preferences should be upheld and celebrated in all facets of life. The focus and objectives of Fairvern's quality improvement program continue to be safety and quality of life for the resident's that we serve. Our quality improvement initiatives recognize the challenges we face as a C rated facility with an increased number of residents presenting with co-morbidities, advanced dementia and responsive behavior. While we actively plan for the future and our new home, we have implemented initiatives to address the issues outlined above using best practice and our safety for all philosophy. Improved continuity of care while decreasing the impact on the health care system through safe transitions including reducing emergency department transfers and avoidable hospital admissions, improved resident outcomes through resident centred plans of care, resident centred experience and quality of life, improved delivery of palliative care services with a focus on pain assessment and management, improved overall resident satisfaction and engagement in quality improvement initiatives by continued promotion of resident voice, resident rights.

ACCESS AND FLOW

Fairvern has a close working relationships with the local hospitals, community support services and other LTC Homes.

Fairvern works closely with Home and Community Care partners to ensure that admissions to the home are completed in a timely manner.

Fairvern utilizes the Ontario Telemedicine Network (OTN), which has ensured that access to healthcare for residents is more convenient and minimizes time spent travelling. The Network affords our residents and staff planning support, data and analytics, practical virtual care resources, and solution sourcing, While continuing to provide video conferencing, remote monitoring, online mental health solutions, and online provider consultation.

Fairvern works collaboratively with the following organizations;

Behaviour Supports Ontario

North Simcoe Muskoka Palliative Care Network

Muskoka and Area Ontario Health Team (MAOHT)

Specialized Geriatric Services

Muskoka Family Health Team

Orillia Soldiers IPAC Hub

Long Term Care/Retirement Advisory Group (MAOHT)

RNAO

Hospice Huntsville

CNIB

Canadian Association for Mental Health (CAMH)

Muskoka Algonquin Healthcare

Simcoe Muskoka District Health Unit

EQUITY AND INDIGENOUS HEALTH

Fairvern is cognizant of the importance of finding ways to measure equity performance. Our home is developing a cultural competency plan to address areas for improvement. The Home has systems in place related to reducing language and accessibility barriers that helps improve access to services. Cultural accommodation (e.g. appropriate meals, religious practices) is also an important aspect that has been addressed as the need arises. The inclusive environment is based on the consideration of the following areas: age, sexual orientation, culture, gender identity or expression, spiritual beliefs, socioeconomic status, and language. In 2023 a number of the Leadership team completed Indigenous Cultural Education and as such, all staff at Fairvern will be required to complete Cultural Competence and Indigenous Cultural Safety Education in 2024.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Fairvern is dedicated to fostering rich relationships with residents, family members, staff, and the communities it serves. This commitment is embedded in everything we do at our Home. Residents, family members and staff at Fairvern are always encouraged to participate in Quality Improvement. This open forum allows for a broad spectrum review of successes and areas for improvement within the Home, while aiding in the development of actionable solutions and problem solving. Both Staff and Resident Engagement Surveys and the Quality Improvement Plans are reviewed with Resident and Family Councils and staff in an effort to elicit their feedback, and build an honest and transparent relationship and dialogue.

Fairvern's Resident Council is engaged in the day to day life of the home. The Council provides feedback and recommendations at their monthly meetings. Over the last year the Family Council has grown in membership and participation. Guest speakers provide education on programs and services on a monthly basis.

PROVIDER EXPERIENCE

LTC is challenged in recruiting and retaining qualified staff. Those staff who have remained with Fairvern following the pandemic are tired and some experiencing burnout. Fairvern has partnered with third party providers to ensure consistent staffing levels. Fairvern uses our Employee assistance program to aid those staff who are struggling and need support. Traditional staffing patterns are being reviewed to determine if alternatives can be considered to allow for a better balance between work and life. weekly "huddles" with the staff encourage open dialogues and an opportunity for sharing. These have assisted in identifying 'Champions" within the staff team to take part in home wide projects and initiatives and allow for individual growth. General Town Hall meetings are held every six weeks to provide both home and sector updates. Participation in these forums have continued to increase over the last year.

SAFETY

Resident safety incidents (e.g. falls, critical incidents, medication) are captured in several ways within our organization and are reviewed at regular risk meetings, and where applicable (PAC Meetings, Falls Meetings, Registered Team Meeting, weekly resident care meetings, etc). These reviews help us to identify education, introduce new preventative supplies or devices for residents. As an organization, resident safety incidents are tracked and reviewed on a regular basis. Trends are discussed within the appropriate departments and interventions are put in place to reduce the risk of future incidents.

Utilizing tools such as security cameras, wander guards, nurse call systems, and door control systems, we are able to keep our residents safe and comfortable each and every day. The Professional Advisory Committee (PAC) meets quarterly to review indicators that will maintain resident safety, by addressing medication distribution and errors, ethical issues, and family and resident complaints.

POPULATION HEALTH APPROACH

Our home is fortunate to have access to equitable health care and we work closely with our hospital and community partners to ensure that our residents can access the services they need outside of our home when they need them. Our home has access to diagnostic imaging services, lab services, specialist consultations, Pain and Palliative consultant and BSO services. Leadership from the home sit on committees as part of the Muskoka and Area Ontario Health Team (MAOHT) to ensure that Long Term Care has a voice and the needs of the sector are considered.

CONTACT INFORMATION/DESIGNATED LEAD

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 Cara Glenn-Sander - Director of Care
 Norm Barrette - Commissioner of Health Services

SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan on **March 26, 2024**

Norm Barrette, Board Chair / Licensee or delegate

Carrie Acton, Administrator /Executive Director

Carrie Acton, Quality Committee Chair or delegate

Other leadership as appropriate
